

# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D403) Maintenance for LASIRS

<b>TA No:</b>	206-Rev6	
<b>Task Area Monitor:</b>	<b>Alternate Task Area Monitor:</b>	None
<b>NASA POC:</b>	<b>Software Control Class:</b>	Low Control
<b>Type of Task:</b>	Recurring Task	

2. **BACKGROUND**

None required.

3. **OBJECTIVE**

None required.

4. **GENERAL IT SUPPORT SERVICES**

**Services Specified Through Exhibit A:**

1. Ongoing Support - Routine, non-customer driven, application-specific activities.
  - " Backup and recovery of data
  - " Minor changes due to patches that are implemented for operating system software or database software
  - " Minor changes due to server configuration changes
  - " Minor changes due to moving systems and/or data to new servers
  - " Security of the application
  - " Log monitoring
  - " Performance and usage monitoring
  - " Database monitoring
  - " Error detection and resolution
  - " Statistical reporting (Web Trends Reporting-optional)
  - " Web site availability statistics (percentage time up, percentage time unavailable)
  - " Task Management
2. Customer Support - Customer initiated activities.
  - " Respond to phone or email inquiries
  - " Perform analysis
  - " Perform research and/or verification of business rules

**Maintenance of Software Developed By or For LaRC:**

Provide annual maintenance of website and minor upgrades as needed.

Rev-6 will provide for post implementation support and maintenance for the latest version of

the LASIRS software.

**General IT Support Services Performance Metrics**

Performance Standard: Response to requests for help is given within 2 hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given to customer.

Performance Metrics:

Exceeds: Response to requests for help is within 1 hour. Customer requests are tracked and appropriate expert advice is given. Customer rates service as very good to excellent.

Meets: Response to requests for help is given within 4 hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Response to requests are given after 4 hours. Customers rate service as unsatisfactory.

Performance Standard: Deliverables are made on schedule; and meet requirements and acceptance criteria.

Performance Metrics:

Exceeds: All deliveries are made on or ahead of schedule. The system or application meets the TA requirements without exception. No anomalies are found during testing.

Meets: Any delays in delivery are minor and are made up within the overall schedule. Only minor deficiencies are found that are readily correctable within the development schedule.

Fails: A delivery is more than two weeks late or overall schedule has slipped by more than one month. Deficiencies are found that will result in significant delays to correct.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection are not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: The contractor delivers product within costs and schedule.

Performance Metrics:

Exceeds: The contractor delivers application to the customer prior to scheduled delivery date and/or 5 percent under cost.

Meets: The contractor delivers application to the customer on scheduled delivery date and/or on cost.

Fails: The contractor delivers application to the customer after scheduled delivery date and/or exceeds stated cost by more than 5 percent.

## 5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

Project Title: LASIRS Labor Cost Management Enhancements

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel:The Contractor shall document the customer's requirements; provide inputs to the implementation schedule; design, develop, document, and test the Web site to meet the customer's requirements; and implement the website according to schedule. The Contractor shall manage and maintain the Implementation Schedule; monitor the progress of the development work; and work with the customer to ensure the product meets the customer's needs and functions as expected. The customer is expected to test and approve the enhancements within the agreed upon schedule.

### **Requirements:**

Provide a process for the LASIRS contractor to upload actual hours worked into LASIRS and capture labor costs by Control Number and Skill/service instead of item numbers and provide a reporting mechanism to track hours and calculate a composite rate.

Redesign the screens and processes to improve usability. Transition LASIRS to AUID/LDAP user authentication.

### **Constraints:**

None

### **Acceptance Criteria:**

Acceptance Criteria shall be developed and agreed upon during the requirements development phase. The Acceptance Criteria shall be used during the System Acceptance Testing phase to evaluate the application's readiness for production.

### **Deliverables:**

Number	Deliverable Item	Deliverable Schedule
1	Enhancements in SAT	TBD
2	Enhancements in Production	TBD

## 6. WORK-AREA SPECIFIC SERVICES

None required.

## 7. Exhibit A

None required.

#### **8. SPECIAL SECURITY REQUIREMENTS**

None required.

#### **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

#### **10. JOINT REVIEW SCHEDULE**

LaRC customer and contractors will agree on a SAT schedule and an implementation schedule.

#### **11. PERIOD OF PERFORMANCE**

This TA is effective from 03/01/06 to 04/27/10

#### **12. TECHNICAL PERFORMANCE RATING**

Quality will be judged on successful resolution of system issues. Timeliness will be judged upon reasonable responsiveness of Contractor to notification of problem

Quality: 75%    Timeliness: 25%

#### **13. RESPONSE REQUIREMENTS**

The Contractor shall respond, as needed, to troubleshoot systems problems.

#### **14. FUNDING INFORMATION**

Funding has not been entered for this TA.

#### **15. MILESTONES**

None required.

#### **16. DELIVERABLES**

Number	Deliverable Item	Deliverable Schedule
1	Application and customer support as requested	TBD
2	Enhancements in Production	TBD

#### **17. FILE ATTACHMENTS**

None.